

Programmer Analyst

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Summary

I am seeking a software development position with a company that will allow me to utilize my current skills while providing the opportunity to expand my abilities and further my career. I am passionate about software development and have been programming both personally and professionally for over sixteen years. During my career, I have worked end-to-end with the software development life cycle from design and implementation to quality assurance and end-user support.

Experience

Programmer Analyst

2010-Present

Software Planning

Walla Walla, WA

- Full-stack development for winery management software and other consulting projects including: design, development, testing, optimization, debugging, and support. Implement front and back-end solutions using a variety of technologies and platforms, including but not limited to: VB/VBA, ASP.Net, T-SQL and SSRS.
- Administration of IIS, SQL, and Domain servers deployed internally and to clients. Respond to telephone calls, and email requests for technical support. Document, track, monitor and resolve bugs with a timely resolution. Consult with clients to develop new features or products as needed.

Software Developer Contract

2010-2011

Walla Walla Foundry

Walla Walla, WA

- Contracted to develop an internal end-to-end work order entry and reporting system for artwork installation projects. Designed and implemented a front-end interface for work order entry using C# and WinForms. Developed relational database back-end using Microsoft SQL server. Created an integrated reporting solution for administration using Microsoft Access and VBA.

Help Desk / Intranet Admin / Telecom Admin

2008-2010

SanMar Corporation

Issaquah, WA

- Provided support to end-users on a variety of issues. Identified, researched, and resolved technical problems. Responded to telephone calls, email and personnel requests for technical support. Documented, tracked and monitored issues to ensure a timely resolution.
- Created and maintained macros, logon, and WMI scripts in VBA, VBS and batch files. Developed, maintained and supported tools and applications essential to the Help Desk and other departments.
- Administered intranet content management system Typo3. Created and maintained content and tools for the IT department intranet page with Typo3 and AJAX. Supported departmental administrators who managed departmental intranet content. Helped users resolve issues with content, created Typo3 user accounts, set permissions and responded to questions specific to Typo3.
- Assisted telecommunications manager with setup, deployment and support for Avaya PBX phone systems, including: analog, digital, software, and IP based phone technologies.

Operations Analyst

2006-2008

SanMar Corporation

Issaquah, WA

- Designed and implemented a call center attendance tracking system with excel based front-end using VBA and a Microsoft Access back-end. Managed database maintenance, supervisor training. Developed and maintained automated agent report system essential for call center statistics.
- Supported supervisors with questions related to call center software and policies. General administrative duties, tracking attendance, updating agent stats, approving time-off requests, filing, and data entry.

Projects

- **Programmer/DBA for Software Planning** (2010-Present)
 - Integrated Amazon Marketplace web service API with VinBalance to programmatically exchange e-commerce data for orders and payments.
 - Integrated PCI compliant credit card processing system using PayPros encrypted credit card merchant services for VinBalance point of sale.
 - Created database auditing and logging tools for VinBalance.
 - Created automated deployment system for VinBalance using WiseScript.
 - Designed and implemented numerous features and reports for VinBalance as requested by management and customers.
 - Developed log invoicing system for a timber industry client using ASP.Net, SQL Server, and SSRS.
- **Programmer/DBA for Walla Walla Foundry (Contract)** (2010-2011)
 - Designed and developed work order entry system front-end using C# and WinForms.
 - Developed relational database back-end using Microsoft SQL Server.
 - Implemented integrated reporting and administration application using Microsoft Access and VBA.
- **Programmer/DBA for SanMar** (2005-2010)
 - Created front-end application to track call center attendance and adherence using Access and Excel.
 - Created an Access database and Excel front-end to track help desk equipment and inventory.
 - Created automated reports and scripts to save time and effort for the help desk and call center.
- **Programmer/DBA for We-Fix-Em (Contract)** (2002-2003)
 - Designed a relational database in access to track clients and work orders for a PC repair business.
 - Designed and developed a front-end application for the customer database using Visual Basic 6.0.
- **Game Designer/Programmer for Duris MUD (freelance)** (2000-2004)
 - Designed and developed game features using C, resolved bugs, adjusted balance, and supported online community.
 - Designed and developed content creation and analytic tools using C++ and MFC. (Demo Available)

Technologies

Languages: C#, Visual Basic 6.0/.NET, VBA, C, C++, T-SQL, XML
Environments: Visual Studio, Mono Develop, Eclipse, Access, Type03
Libraries: Win32, MFC, .Net (All Versions),
Internet: HTML, CSS, JavaScript/AJAX, PHP
Scripting: WMI, VBS and Batch.
Database: Microsoft SQL Server, MySQL
Operating Systems: Windows (All Versions), Linux, OS X

Education

- Bellevue Community College: Continuing Education** 2000-2002
- Visual Basic 6.0 Development
 - C/C++ Development
 - Data Structures in C
 - Win32 Development with C